

## At a Glance: A Framework for Understanding Personnel Reform



*A Great Workforce, Getting Better.*

### What is Washington Works?

**Opportunity.** Washington Works is the executive branch's coordinated, integrated approach to implementing the Legislature's Personnel System Reform Act, a once-in-a-lifetime opportunity to make government better for everyone – employees, citizens, and the agencies that deliver state services.

**Flexibility.** Washington Works is creating a more flexible, responsive personnel system that can address the challenges of changing business needs.

**Responsibility.** Washington Works demonstrates that state government “gets it” and is changing for the better.

### How will Washington Works benefit the state and its employees?

Washington state government has a great workforce, which will get even better when we simplify the personnel system. The vast majority of state employees want to have the freedom to do the best job possible. Washington Works will simplify the rules and the process so they can do it.

Employees will have greater participation in the issues that affect their work. They will get:

- ★ More opportunity to advance in their careers or change jobs;
- ★ Fair and consistent working conditions across state government;
- ★ Ability to negotiate union contracts on key issues - wages, hours and work rules; and
- ★ A greater opportunity to create the most competitive service delivery mechanisms.

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#### Lead Agencies:

Office of Financial Management  
Department of General Administration  
Department of Personnel

#### Contact:

Meagan Macvie  
Communications Manager  
Phone: (360)902-0527  
Email: [meagan.macvie@ofm.wa.gov](mailto:meagan.macvie@ofm.wa.gov)

Managers will be accountable for performance and results, and will have the tools to reward excellent performance and take action when needed.

While these reforms will create many improvements in the end, change can be difficult and stressful for all staff. Training will be offered to help managers and other key staff support their agencies through the transition. Managers are encouraged to listen and acknowledge the concerns of their employees.

## Civil Service Reform Goals:

- ★ Simplify all rules and processes, including hiring, promotions, compensation, layoffs, appeals, disciplinary action, and more.
- ★ Streamline the job classification system so that it is flexible and responsive to changing workforce, technology, economic, and citizen needs
- ★ Consider performance, skills, and the organization's business needs when making key human resource decisions such as pay and layoff.
- ★ Make the system fast, fair, flexible, and easy to use.

## Competitive Contracting Goals:

- ★ Improvements that result in cost savings and efficiencies.
- ★ Fair and consistently applied rules and processes that are easily understood.
- ★ Competitive skills and attitudes in agencies result in efficiency, whether or not a task is contracted out.
- ★ Strategic process aligned with state budgeting that complements collective bargaining and civil service reform.

## Collective Bargaining Goals:

- ★ Labor agreements that result in workplace performance and service delivery improvements.
- ★ Labor agreements that are consistent and are easy to understand and use.
- ★ Compensation that is fair and affordable.
- ★ Agreements that promote the accomplishment of executive and legislatively defined outcomes in the government programs.
- ★ Labor relations process and agreements that create a flexible system that anticipates and responds to changing needs and requirements.

## Modern Information Technology System

To support all of the Washington Works changes (Civil Service Reform, Competitive Contracting and Collective Bargaining), the state's outdated personnel and payroll computer system is being replaced with a modern human resource management system.

## More Information

Many opportunities exist to provide input into key aspects of this reform, and things are moving quickly. See the Washington Works website at [www.washingtonworks.wa.gov](http://www.washingtonworks.wa.gov) for more information. And keep up with the latest developments in the current issue of the Washington Works newsletter, *In the Works* (also available on the website).